Instructions for using the TAB section of Gateway

Request TAB services

Individuals authorized to act on behalf of a municipal executive body (e.g., mayor, select board chair, town administrator/manager, city manager, etc.) may submit requests for TAB services through the DLS Gateway application, provided that they have Gateway login credentials. For help with your username or password or to set up a Gateway account, contact your local system administrator or DLS IT support at DLSGateway@dor.state.ma.us.

- ❖ After logging into Gateway, click **TAB** on the menu bar across the top of the page.
- ❖ Click the link for **Service Request** on the left side of the page.
- ❖ In the **Service Requested** dropdown menu, choose a type of service from the list.
- ❖ In the **Describe your request** textbox, type in information about the request, such as the reason for it and the desired project scope. Click the Save button when finished.
- ❖ An expanded web form will then appear. Skip over the *To Be Completed by TAB* middle section of the form.
- ❖ Next, TAB requires a service request document signed by the mayor, select board, or town administrator/manager. To upload it:
    - ➢ Click on **Upload New Documents** at the bottom of the screen.
    - ➢ When the **Document Upload** box appears, click in its center.
    - ➢ Locate the document file on your computer and double-click on it.
    - ➢ Click the Done button.
- ❖ Check the box under **CEO Signature**, insert a comment if you choose, and click the Sign box.
- ❖ Finally, click the Submit button to complete the request. This will transmit a notice to the Technical Assistance Bureau Chief, who will contact you by email or phone after reviewing the request.

Search for TAB services requested by your community:

- ❖ Within the **TAB** section of Gateway, click on the **Search Requests** link in the column on the left side of the page.
- ❖ The resulting screen provides you with a few search options (Date Range, Service Type, etc.). However, given the small number of projects connected to any given community, the best option is to leave all the fields blank and click the Search button. This will result in a list of all services requested by your city/town.